

ABSTRACT

Employing Speech Recognition and Capturing Customer Speech to  
Improve Customer Service

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The present invention comprises receiving speech input from two  
or more speakers, including a first speaker (such as a customer  
service representative for example); blocking a portion of the  
speech input that originates from the first speaker; and  
processing the remaining portion of the speech input with a  
computer. The blocking and processing are real-time processes,  
completed during a conversation. One example is a method for de-  
cluttering speech input for better automatic processing, by  
removing all but the pertinent words spoken by a customer.  
Another example is a system for executing methods of the present  
invention. A third example is a set of instructions on a  
computer-usable medium, or resident in a computer system, for  
executing methods of the present invention.

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